

**The Ipswich Buddhist
Centre**

Volunteer Handbook

The Higher Evolution Centre

Contents

Introduction	1
Our vision, aims and core values	2
Our vision	2
Our aims	2
Our core values	2
Cultivate warm-hearted friendliness and avoid harming living beings.	2
Cultivate generosity and avoid taking the not-given.	2
Cultivate contentment through appropriate personal conduct.	3
Cultivate truthful, kindly and harmonious speech.	3
Cultivate mindfulness, avoiding intoxicants that cloud the mind.	3
Centre Volunteers	3
Trustees and Council members	4
Members of the Western Buddhist Order	4
Mitras	4
Friends	4
Practitioner Council members	Error! Bookmark not defined.
Practitioners	4
Role-specific commitments	4
Dharma Teachers	5
Mitras and Friends	5
Practitioners	6
Clients	6
The Volunteer Policy	6
Our commitment to Volunteers	7
The Volunteer recruitment process	7
Volunteer agreement and work outline	7
Induction, training and support	Error! Bookmark not defined.
Community Building	Error! Bookmark not defined.
Confidentiality Policy	8
Data protection	8
Equal opportunities policy	9
Complaints procedure	9
Inter-personal problems	10
Complaints about organisational matters	11
Complaints about a volunteer or individual's behaviour at the Centre	11
Health & Safety Policy	11
Responsibilities of the FWBO Council	11
Responsibilities of friends and users of the centre	12

First Aid	12
Fire Procedure	13
On hearing the alarm	14
If you discover a fire	14
Food handling policy	14
Reducing food contamination risks	15
Purchasing, transporting & storing food	15
Food handling at special events	16
Safe lifting	16
Risk assessments	17
Stairs & downstairs passage	17
Trips & Falls	17
Hall and corridors	17
Security	17
Trips & falls	17
Shrine room	17
Security	17
Trips & falls	17
Hazardous substances	18
Electrical safety	18
Sangha room	18
Security	18
Trips & falls	18
Hazardous substances	18
Electrical safety	18
Reception / office / tea point	18
Security	18
Trips & Falls	18
Electrical safety	19
Top floor	19
Security	19
Trips & falls	19
Electrical safety	19
Toilets	19
Security	19
Trips & falls	19
Hazardous substances	19
Volunteer Agreement Form	Error! Bookmark not defined.



Introduction

This handbook is for all people who work in the Ipswich Buddhist Centre and the Higher Evolution Centre (jointly called 'the Centre'). The Centre is a voluntary organisation and Volunteers are at the heart of its structure. Everyone who works in the Centre contributes their time and energy on a voluntary basis and the community is richer for the wide range of skills and perspectives that Volunteers bring.

This handbook embodies our Volunteer Policy and gives Volunteers information about the Centre, what happens here, how it works, who does what and it sets out our commitments to you.



Our vision, aims and core values

Our vision

Our vision is that The Centre is the hub of a community in which we promote happiness and well-being through practicing the teachings of the Buddha. We maintain Buddhist core values as a guide within our community and the practice of these Buddhist precepts can be continuously improved and deepened.

The Centre is the fruit of our combined efforts and energies to live according to our agreed core values. These values are communicated through our activities in the Centre and the atmosphere of awareness and friendliness with which we work.

Our aims

- i) To maintain and advance the Buddhist Religion through practice at the Centre and amongst the community (Sangha).
- ii) To maintain close communication with and work under the guidance of the Western Buddhist Order and in co-operation with other groups with the same objectives.
- iii) To strive for excellence in all manner of teaching and communication that is conducive to greater awareness and enlightenment.
- iv) To be open to all who seek to learn, to change and to heal, regardless of their faith or conviction.

Our core values

These core values are practiced by all people in the Centre

Cultivate warm-hearted friendliness and avoid harming living beings.

We acknowledge the interconnection of all beings and our respect for life – we commit ourselves to fulfilling this precept in the spirit of reverence for life. We agree to only bring vegetarian food into the Centre.

Cultivate generosity and avoid taking the not-given.

We agree to not take that which does not belong to us and to respect the property of others. We agree to be respectful to all the Earth's resources. We agree to be honest in our dealings with monies and not to misappropriate money committed to Dharma projects. Teachings will be offered without favouritism in regard to people's financial situation.



The Ipswich Buddhist Centre & The Higher Evolution Centre

Participation in The Centre involves practising generosity – The Centre gives freely to you, and you have the opportunity to give time, energy and money to the Centre.

Cultivate contentment through appropriate personal conduct.

Contentment is cultivated through simplifying our lives, enjoying what we have, and having few wants. Contentment in relationships is cultivated through diminishing the role of our ego, enjoying friendship, and having few expectations. We agree to avoid creating harm through exploiting relationships.

Cultivate truthful, kindly and harmonious speech.

We agree to speak that which is true and useful and to refrain from gossip. We agree to cultivate conscious and clear communication, and to cultivate the quality of loving kindness as the basis of our speech.

Cultivate mindfulness, avoiding intoxicants that cloud the mind.

Mindfulness is one quality which cannot be overdeveloped - it is our ability to notice what is happening in our experience, to maintain purposefulness and to choose to act skilfully. To support our cultivation of mindfulness we ask that there be no use of intoxicants at the Centre.

Centre Volunteers

There are many Volunteers at the Centre who have a variety of skills and roles. Here are the main types of Volunteers within the Centre.



Trustees and Council members

The FWBO Council (Friends of the Western Buddhist Order) is mostly comprised of Trustees who hold positions of legal responsibility for the registered charity and have been elected or selected on the basis of their Buddhist commitment, their skills and their experience.

Members of the Western Buddhist Order

Members of the Western Buddhist Order are ordained members who have undergone training with the Western Buddhist Order over many years and have been ordained through the ordination process by two senior Order Members who have been approved as Preceptors.

Mitras

Mitras are people who have affirmed that they wish to orient their lives around the three jewels of Buddhism - the Buddha, the teaching (Dharma) and the Sangha (the Centre community).

Mitras who have asked for Ordination are on the path of training to become an ordained Member of the Western Buddhist Order.

Friends

Friends are people who work at the Centre and who have done a level 1 Meditation & Buddhism Course or equivalent.

Practitioners

Practitioners are fully qualified therapists in their area, and have been approved by members of FWBO(Ipswich) Council to practice at the Centre.

Role-specific commitments

All Volunteers abide by our common core values; however, individuals or groups with specific roles will have additional codes of conduct to help guide them.



Dharma Teachers

These are Members of the Western Buddhist Order who function as teachers of Buddhism at the Centre. Dharma teachers agree to:

Use their role to serve the interests of the Sangha;

Recognise that the Trustees and Council members of FWBO (Ipswich) are the regulatory authority from a legal perspective and that the local Order Chapters are the authority from a spiritual perspective.

Uphold a 'Duty of Consultation' within their chapter, with their preceptor and Kalyana Mitras.

Exercise discretion in leadership so that decisions are impartial and fair.

Treat Sangha members with honesty and respect and practice openness and inclusiveness in relationships with them.

Accept Dana from individuals only when freely given, never making it a direct requirement for instruction;

Not use their teaching role to exploit their authority and position in order to assume a sexual relationship with a student.

Cease to be in a teaching relationship for a reasonable period of time before beginning a sexual relationship; and only then and with a conscious commitment from both parties to enter a relationship that brings no harm to either party.

Mitras and Friends

Mitras and Friends agree to:

Respect people regardless of age, gender, disabilities, etc and behave in an open and friendly manner towards them.

Respect all property within the Ipswich Buddhist Centre, no matter who it belongs to and we trust others not to take what is not theirs, without having to lock things away.

Practice speaking accurately and truthfully and we avoid gossip and maligning others. We avoid swearing and speaking harshly and do not let anger guide our speech. We avoid aggression that arises from conflict by practicing tolerance, openness and respect.

Encourage the development of friendships that are based on love and that respect people's physical, mental, spiritual and emotional boundaries. We observe appropriate behaviour towards others at all times and respect their values without compromising those of the Centre.

Be committed to people increasing their awareness, alertness, openness and sensitivity. The Centre is a place where people practice being



receptive, perceptive and conscious and therefore stimulants, tobacco, unnecessary drugs and alcohol are not used in the Centre.

Practitioners

Practitioners will only treat a client if they are sure that it is in the client's best interest.

Prior to treatment, practitioners will clearly explain what they intend to do and the possible effects on the client.

Practitioners will be available to give reasonable ongoing support and further treatment to clients.

Practitioners will keep records of treatments with clients confidential and secure, in accordance with the Data Protection Act. Practitioners will advise clients of these records and of their rights of access to them.

Maintain an environment and facilities that are appropriate to the treatments offered.

Ensure the continued competence of practitioners at their practiced therapies

Offers impartial recommendations as to appropriate therapies for a client.

Clients

Clients will behave in accordance with The Centre's values.

Clients will disclose any information to the practitioner that may be relevant before the treatment begins.

Clients will promptly report any unusual feelings of illness following a treatment at The Centre.

Clients will attend appointments punctually, will pay at the end of the treatment and will pay a fee for cancelling an appointment less than 24hrs away.

The Volunteer Policy

This handbook contains the basis of our Volunteer Policy and it outlines what the Centre agrees to do for all Volunteers and what all Volunteers agree to abide by at the Centre. We are grateful for any suggestions that you may have for improving this policy.

The Volunteer Policy is guided by the following principles.

- 1) The Centre recognises that volunteers donate their time. Their contribution should be mutually agreed as far as is possible.
- 2) The volunteer's role will be clearly explained and mutually agreed.



The Ipswich Buddhist Centre & The Higher Evolution Centre

- 3) The Centre will provide induction, information, training and support to its volunteers appropriate to their volunteer role.
- 4) The Centre will, whenever possible, give volunteers work that is satisfying and appropriate to their interest.
- 5) Volunteers have the right to express their views within the Centre structure.
- 6) Volunteers will work together in accordance with the Centre's core values, policies and procedures.
- 7) The Centre is committed to equal opportunities in relation to the recruitment, selection and involvement of volunteers.

Our commitment to Volunteers

The Centre is committed to good practice when supporting its volunteers. Our aim is to build a community where all those taking responsibility through volunteering can have a voice. Volunteers will be given opportunities at Centre meetings to express their views concerning the Centre and its work.

The Volunteer recruitment process

The Centre will make ongoing efforts to recruit volunteers in a way which aspires to create equal opportunities.

There will be regular events during the year to explain how to help out at the Centre.

Prospective volunteers will receive an interview which will be based on the skills and interest of the volunteer and the current needs of the Centre.

All volunteers are asked to attend a level 1 meditation and Buddhism course, and an induction into this Handbook as a bare minimum.

There will also be regular events to deepen our practice of the core values.

Volunteer agreement and work outline

(To be developed)

Good volunteer management recommends that each Volunteer and a representative of the Centre signs a Volunteer Agreement which outlines the specific commitments of the Centre to the volunteer and the role and responsibilities that the Volunteer has undertaken. This agreement is by no means a contract; it is simply a set of guidelines that are intended to help the Volunteer feel supported and clear about their responsibilities.



Confidentiality Policy

Meetings, discussions and study groups take place under the Chatham House Rule:

"When a meeting or part thereof, is held under the Chatham House rule, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed".

The Chatham House Rule originated at Chatham House with the aim of providing anonymity to speakers and to encourage openness and the sharing of information. It is now used throughout the world as an aid to free discussion. The benefits of using this rule is that it allows people to speak as individuals and to express views that may not be those of their organisations, and therefore it encourages free discussion. People usually feel more relaxed if they don't have to worry about their reputation or the implications if they are publicly quoted.

The Rule depends for its success on being seen as morally binding. The Complaints Policy applies for breaches of the Rule.

Data protection

The Centre acknowledges that all information in respect of

- 1) The Friends of the Western Buddhist Order Ipswich,
- 2) Members of the Western Buddhist Order Ipswich,
- 3) Practitioners and clients of the Higher Evolution Centre

should be handled in accordance with the Data Protection Act 1998.

The Centre will not hold any information of a sensitive nature and will only keep mailing lists. Contact details of friends will only be retained by agreement with the individual.

Practitioners working in the Higher Evolution Centre will be responsible for any notes they make relating to clients and will ensure that they are handled in accordance to the Data Protection Act and confidentiality according to the standard of their profession.

Information as to the level of experience of individuals will be retained in order to identify appropriate levels of support and/or study.

Information will only be shared with appropriate others and the individual will be informed.

Everyone will know when information given to them in confidence should be shared with others – in cases of harassment.

Information given in confidence will not be shared against the individual's wishes.



The Ipswich Buddhist Centre & The Higher Evolution Centre

Order members when discussing others will do so in line with the ethical code of practice.

Equal opportunities policy

Currently Being Drafted

Complaints procedure

Whilst we aim to behave according to our core values, we are often motivated by greed, hatred and delusion. Whilst our practice is not yet perfect, we can be helped by others pointing out our unmindfulness.

The Centre values your comments - your complaint demonstrates your loyalty to the Centre and your desire to improve matters.

There are also draft policies for whistle blowing and harassment but at this stage the Centre considers the Core Values document together with this Complaints procedure to be comprehensive enough. When in doubt follow the procedure below.



Inter-personal problems

Getting upset or having difficulties with someone is not a disaster!

The Centre believes that inter-personal problems are often a matter of miscommunication and that most complaints can and should be addressed informally whenever possible. We value open communication and recognise that getting upset or having difficulties with someone is part of deepening connection, not a barrier to it.

Good Practice is to:

- i) Speak with the person concerned to clarify the situation.
- ii) You may wish to ask for a 3rd person to be present;
- iii) Agree what has been said or done and what, if anything is to happen.

It is often quite natural to talk to someone else when we are upset – if we do this we should be mindful that we may be misrepresenting or slandering, and in a community such as this there is always the danger of such talk turning into slanderous disharmonious gossip. The fault may be clear to our eyes, but we may be unaware of our own value judgement. Good practice is to talk to a suitably experienced person making it clear that we wish to clarify how we feel and what we think, rather than clarify the faults of others. Distinguish observed behaviour from value judgement.

If informal resolution is not possible or has not been successful, an agreement will be reached to remove one party from the activity. If there is disagreement on which this should be, the Chairperson will take the leading role in the decision making process.

The parties involved should have no contact until and unless a formal procedure is initiated. This is a means of protecting all parties concerned until the following formal procedure can be followed:

An individual agreeable to all will be selected as the process facilitator;

The individual, or their representative, will present concerns during a personal meeting with the chairperson and the facilitator;

The chairperson will make a statement based on the information discussed and notify all involved within seven days of the meeting;

If not satisfied with the outcome, the individual's representative will submit a written statement to the President within ten days of receiving the chairperson's statement;

The President will make a statement after meeting with the chairperson and will notify the individual / representative of that statement within a mutually agreed timescale.



Throughout this procedure, all involved will have as their measure the highest quality and standard of support as is fair, reasonable, practical and deliverable.

Complaints about organisational matters

If you have any questions or grievances relating to your work at the Centre you may seek redress orally or in writing in the following manner:

In the first instance you should refer the grievance to the Centre Manager (or the Chairperson if they are not available) and the matter will be discussed informally with you. We undertake to respond to your complaint within 2 weeks of the date of your letter.

If the grievance is not thereby resolved, or if you consider that you have not been fairly treated, you may take the grievance to our Centre President, Mahamati, within 14 days (Check he is there as he can be away on month long retreats)

If the grievance is still not resolved, or you still consider that you have not been fairly treated, you may appeal to the WHO?, who will nominate a person or persons to consider the appeal within 14 days of the decision at the previous stage.

Complaints about a volunteer or individual's behaviour at the Centre

If you suspect that any Volunteer or visitor to the Centre, is acting in a way that is contrary to our core values then you may bring your concern to the attention of a member of the Council. They will discuss your concern informally with you. They can then bring it to the attention of the rest of the Council. Council meetings are monthly.

If you do not feel you have been heard you can take your concern to Mahamati as above.

In cases of theft or other criminal activity the Police will be involved.

Health & Safety Policy

Responsibilities of the FWBO Council

The Council will ensure that the health, safety and welfare of friends are protected, so far as is reasonably practicable. In particular the council must:

Provide and maintain equipment and work systems which are safe and healthy,

Deal with substances, such as chemicals, safely,



Provide information, instruction, training and supervision,

Maintain safe and healthy areas with the necessary facilities,

Provide a health and safety policy if they employ more than five people,

Review and revise this policy as necessary at regular intervals.

Ensure that the centre and centre activities do not put friends and members of the public at unnecessary risk.

In order to maintain a healthy and safe environment for everyone, the Council will:

Carry out regular risk assessment reports

Place health & safety issues on the agenda of Council meetings regularly

Establish, monitor and review emergency procedures,

Provide health & safety information and training where necessary,

Seek the support and co-operation of friends to achieve this end.

Responsibilities of friends and users of the centre

Friends also have legal responsibilities. They must:

Take care of their own Health and Safety,

Take care of the Health and Safety of others wherever possible,

Co-operate with the Council

Not misuse or interfere with anything provided for Health and Safety purposes,

Bringing to the attention of the chairperson any issues which they feel requires attention,

Recording in the Accident Book any accident, however minor, and bringing this to the attention of the chairperson.

First Aid

There is one First Aid kit within the Centre, which is located in the Reception Office, together with an Accident Book. The cleaner maintains the first aid kit. Any competent person can assist with minor first aid. This includes, for example:

- 1) Cleaning of small cuts, grazes and abrasions with clean running water;
- 2) Application of a plaster/dressing to the injury (if patient not allergic);



The Ipswich Buddhist Centre & The Higher Evolution Centre

3) Application of a cold compress to minor bruising or cold running water to minor burns.

All other injuries should be referred to a GP, Practice Nurse or the Casualty Department at the hospital.

It is imperative that ALL head injuries are referred to the hospital.

All events requiring First Aid will be recorded in the Accident Book by the person administering the First Aid.

Fire Procedure

All class leaders must be aware of everyone on the premises at the start of each and every class. A signing in book will be held in the 1st floor near the Dana Bowl and the second floor in a place to be decided.



On hearing the alarm

- i) All persons will evacuate the building via the nearest exit, closing all doors behind them and assemble at the assembly point – on Corn Hill.
- ii) Don't put on shoes, coats or collect personal belongings.
- iii) The class leader or specified practitioner of Higher Evolution will ensure that everyone is accounted for and will then telephone the Fire Brigade using 999 either from a mobile phone or from the public telephones located under the arches. Signing in books should be used to ensure that everyone has vacated the building.
- iv) A class leader will give the correct information at that time, stressing if there are any persons unaccounted for.
- v) No one will re-enter the building until given the all clear from the fire brigade.

If you discover a fire

- i) Immediately shout "FIRE", thus alerting all occupants of the building, and activate the alarm system.
- ii) If possible inform the class leader responsible as to the location and nature of the fire.
- iii) Total evacuation should begin immediately, and only where the nature of the fire permits, should the fire be tackled with the appliances provided, but without taking personal risks.

Food handling policy

The centre has a coffee point, which should be used for teas, coffee, biscuits and very light refreshment only. For this reason the potential risks, though still present, are minimal. All food must always be handled in such a way that there is no risk to those eating the final product this includes milk and biscuits. Occasionally food is brought in for special events and classes. In this case the onus is on the individuals who bring food into the centre to follow the Food Handling Policy.



Reducing food contamination risks

The risk of contamination from microbiological organisms can be reduced by taking these measures:

- i) Washing hands before handling food or utensils used to prepare or serve food.
- ii) Ensuring all surfaces, equipment and utensils are clean and dry.
- iii) Storing foods correctly in clean, covered containers and at the right temperature.
- iv) Buying good quality food from reputable shops.
- v) Transporting in appropriate carriers.
- vi) Ensuring prompt delivery from shop to home and stored immediately.
- vii) The cleaner will be responsible for discarding food that is out of date.

The risk of contamination from foreign bodies or pests can be reduced by taking these measures:

- i) Checking visually that food does not have any foreign bodies in/on or near it. e.g. broken glass, insects, hair and that packaging is not torn.
- ii) Ensuring that pests and insects cannot gain entry into cupboards, fridge etc.
- iii) Keeping food in covered containers.

The risk of contamination from chemicals can be reduced by taking these measures:

- i) Ensuring that chemicals are not stored in the kitchen.
- ii) Never using cleaning materials in the kitchen that are harmful.
- iii) Never carrying out routine cleaning of the kitchen whilst food is being prepared or served.

Purchasing, transporting & storing food

- i) Food purchased will be of good quality and purchased from reputable stores.
- ii) Foods will be checked at purchase to ensure that they are properly packed and in good condition.
- iii) Food will be transported from shop to centre in clean bags. It will be brought directly to the centre to prevent spoiling. Chilled foods will be transported in a 'Cool Bag'.



- iv) Food will be stored correctly. Food will be checked for their 'use by' date and any out of date food will be discarded. New foods will be stored behind previously purchased food. Use of stickers with dates when food needs to be disposed of is recommended.
- v) Check that the Fridge Temperatures are correct - below 8 degrees C. Foods in the fridge will be stored so that:
 - vi) Ready cooked food will be stored at the top,
 - vii) Dairy products will be stored in separate containers at the top,
 - viii) Raw food will be stored separately in covered containers on a lower shelf,
 - ix) Perishable Foods will be kept in the salad drawer at the bottom,
 - x) Tins & bottles will be kept at the bottom – NO opened tins,
 - xi) All hazardous substances will be carried in a separate carrier and not allowed to mix with food,
 - xii) Fresh fruit and vegetables will be washed before eating.

Food handling at special events

These guidelines will be followed when catering for special events such as Festival Days and Special Celebrations etc.

If food is not to be eaten immediately it must be stored correctly – covered or wrapped and placed into the fridge when cool. This cooling must not take longer than 1½ hours – if it does, then the food must be discarded.

Raw food will be kept separately from cooked, in separate containers.

Safe lifting

Noting our precept to avoid harming living beings (including ourselves) we are mindful when lifting and carrying in the centre.

To ensure the centre safeguards its volunteers, staff, and visitors from injury it is necessary that all individuals do not attempt to lift anything in the centre they feel they cannot manage comfortably. The centre regards chairs, light furniture and ornamentation as being the main objects that will constantly require moving and handling. The centre will ensure individuals do not undertake moving and handling duties, which have inherent health/safety risks until they have received adequate instruction. Otherwise if individuals lift sensible loads, i.e. one chair at a time, using correct lifting procedures the potential for injury will be kept to a minimum.



All objects should be handled using the correct moving and handling techniques i.e. straight back and bent knees (if an individual is unsure how to lift an object correctly he should ask for assistance).

Risk assessments

Stairs & downstairs passage

Trips & Falls

The stairs and passages are a Fire Exit and must be kept clear at all times – No Bicycles (The Sales boards should not be stored there) (There is a key to the courtyard for storage of bicycles)

The stairs and stair edgings must be regularly checked for loose carpeting and protruding screws and nails and any offending items remedied.

Hall and corridors

Security

The door to the team room must be kept locked at all times when not in use.

Trips & falls

The cupboards must be kept in a tidy condition.

Shrine room

Security

Windows: hazard when open due to low sill

Be aware that Reception and Sangha rooms may be vulnerable if left unsecured whilst in the Shrine room.

If there is no-one else on the Premises the outer door of the Centre should be closed before starting activities.

Trips & falls

The doors must be kept clear.

People must be warned that the floor is slippery when wearing only socks.

Be mindful of the positioning of heaters to avoid trip hazard from flex.



Hazardous substances

The last person to leave the Shrine Room must make sure candles have been put out. The event leader is responsible for checking that all candles have been extinguished at the end of the event.

Electrical safety

The Fires and Storage Heaters must be regularly safety tested, and display the labels.

Check that the fires are off at end of day or end of the event – leave storage heater on in winter.

Sangha room

Security

When answering the buzzer, the relevant notes in the Reception Procedure will apply.

Windows: hazard when open due to low sill

Trips & falls

Chairs must be stacked neatly against a wall when not in use.

The floors must be kept clear of trailing cables.

Be mindful of the positioning of heaters to avoid trip hazard from flex.

Hazardous substances

The last person to leave the room must make sure that candles have been put out.

Electrical safety

The fires and standing lamp must be regularly safety tested, and display the label.

Reception / office / tea point

Security

Windows: hazard when open due to low sill

The cupboard must be kept locked when not in use.

Trips & Falls

The floor must be kept clean, and clear of obstacles.

Trip hazard on step of door to corridor



Electrical safety

The kettle, Burco boiler, and computer equipment must be regularly safety tested and display the safety labels.

Notice on Boiler: Set at 3 -4 not 6

Top floor

Security

If there is no-one else on the premises the outer door of the Centre and the Reception door should be locked before starting activities.

Trips & falls

The doors must be kept clear.

Be mindful of the positioning of lights to avoid trip hazard from flex.

The corridor must be kept clear at all times

Electrical safety

The portable heaters and storage heaters must be regularly safety tested, and display the labels.

Check that the heaters are off at end of day or end of the event – do not alter storage heater settings.

Toilets

Security

The windows must be closed when no-one on premises.

Trips & falls

The cupboards must be securely fastened to the walls.

Hazardous substances

Bleach and other cleaning materials must be kept in a lockable cupboard to be kept locked at all times when not in use.

Electrical Safety

Light fittings must be of the appropriate type for Toilets & Bathrooms and should the covers become detached they must be replaced as soon as possible.